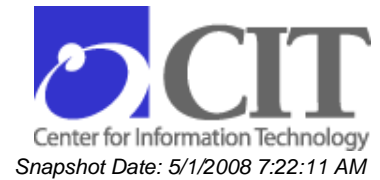


Customer Service Report for DCOB

For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	DCOB	Web	Other	DCS	DCOB	Other	DCS	DCOB	Other	To Close
Application Support											
General Info	0	1	0	0	0	0	1	0	0	0	0
ASR											
Colocation-ON	0	0	0	8	0	5	0	0	3	0	0
Other	0	0	0	4	0	2	0	0	2	0	0
Connectivity											
TCP/IP	0	2	0	0	0	0	2	0	0	0	0
Hardware											
Desktop/Config/Setup	0	1	0	0	0	0	0	1	0	0	12
General Info	0	0	0	1	0	1	0	0	0	0	0
Laptop/Troubleshoot	0	1	0	0	0	0	0	1	0	0	40
Local LAN											
LocalLAN/Connectivity	0	1	0	0	0	0	0	0	0	1	0
NIH Data Center											
Aperture Vista	0	62	0	4	0	8	0	0	58	0	0
Security											
Sanitize	1	0	0	0	0	0	0	0	1	0	5
Grand Total:	1	68	0	17	0	16	3	2	64	1	1

Total Tickets Closed:	67
Total Tickets Assigned/Pending/Checked Out:	19
Total Tickets Created:	86